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Telework Program

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PREFACE

P.1 PURPOSE

P.1.1 As a requirement of Public Law 106-346, Section 359, which required agencies to establish a policy enabling eligible Federal employees to participate in telework to the maximum extent possible without diminished employee performance, NASA Headquarters began permitting telework arrangements in 1997.

P.1.2 NASA Headquarters supports programs such as telework that assist employees in managing their work and family life, improve air quality, and reduce traffic congestion, while accomplishing their work safely and efficiently.

P.1.3 The Telework Program is designed to provide flexible work situations that can benefit managers and employees such as enhancing the recruitment and retention of a high-quality diverse workforce; assisting in employing and providing reasonable accommodations to individuals with disabilities, including employees who have temporary or continuing health conditions; reducing transportation related stress and costs, including costs associated with payment of transportation subsidies; improving morale by allowing employees to balance work and family demands; and potentially increasing NASA Headquarters productivity.

P.1.4 This Headquarters Procedural Requirement (HPR) updates the current operating procedures to ensure that the NASA Headquarters' Telework Program is conducted in accordance with Agency and Headquarters management requirements.

P.2 APPLICABILITY

P.2.1 This HPR is applicable to all civil service employees of NASA Headquarters organizations, excluding the NASA Shared Services Center and the Office of the Inspector General.

P.3 AUTHORITY

P.3.1 Department of Transportation and Related Agencies Appropriations Act of 2001, Public Law 106-346, Section 359.

P.3.2 Treasury, Postal Service, and General Government Appropriations Act of 1996 Public Law 104-52.

P.4 APPLICABLE DOCUMENTS

P.4.1 Office of Personnel Management's Guide to Processing Personnel Actions, Chapter 23.

P.4.2 OPM and GSA Telework Guidance.

P.4.3 OPM Memoranda for Heads of Executive Departments and Agencies, Establishing Telecommuting Policy, dated February 9, 2001, and March 6, 2001.

P.4.4 NPD 1382.17, NASA Privacy Policy.

P.4.5 NPR 3800.1, Chapter 7, Operation of NASA Telework Programs.

P.4.6 NPR 2810.1A, Security of Information Technology.

P.4.7 NPR 1600.1, NASA Security Program Procedural Requirements.

P.4.8 NPR 4200.1F, NASA Equipment Management Procedural Requirements.

P.4.9 HQPR 8715.1 Workplace Safety and Health for Supervisors and Employees.

P.4.10 NASA Desk Guide on Telework Programs, December 2005.

P.5 MEASUREMENTS

The Headquarters Human Resources Management Division prepares periodic reports on telework activities for use by the Office of Human Capital Management, the Office of Personnel Management, and Congress. Headquarters offices submit copies of core telework agreements, including denials of telework arrangements, and termination of agreements; periodic reviews are conducted to ensure regulatory compliance and that intended objectives of the program are met.

P.6 CANCELLATION

None.

/s/

Olga M. Dominguez
Assistant Administrator for
Infrastructure and Administration

CHAPTER 1. Overview of Telework

1.1 DEFINITIONS

1.1.1 Alternative worksite: a location other than the employee's established official duty station, such as an employee's residence, a telework center, or a facility established by state, local, or county governments for use by teleworkers.

1.1.2 Core Telework: an approved work schedule where an eligible employee works on a routine or regular basis away from the official duty station at least one day per week at an alternative worksite.

1.1.3 Eligible Employee: a satisfactorily performing employee whose job may typically be performed at an alternative worksite.

1.1.4 Eligible Position: where some or all duties of the job can effectively be performed away from the official duty station without adverse affect on customer service delivery, do not require the direct handling of secure materials on a regular and recurring basis, and are conducive to supervisory oversight at the alternative worksite.

1.1.5 Episodic Telework: approved work that occurs on an occasional, situational, or non-routine basis at an alternative worksite. Work may occur less than one day per week; a few hours per week; or one or more days per week on an irregular basis. This provides an ideal arrangement for employees who, at infrequent times, work on projects or assignments that require intense concentration.

1.1.6 Official Duty Station: an employee's official duty station that is documented on the most recent Notification of Personnel Action (e.g., SF-50) for his or her position of record. This is the location (city or town, and state) of the employee's worksite or where the work activities are based. All pay, leave, and travel entitlements are based on the employee's official duty station.

1.1.7 Telework: any arrangement in which an employee performs officially assigned duties at home or other approved worksites that are typically geographically convenient to the residence of the employee. Telework is voluntary on the part of the employee, with management approval.

1.1.8 Teleworker: an employee who works at an alternative worksite (i.e. home, telework center, or other satellite work location) on an established or episodic schedule.

1.1.9 Telework Agreement: a written agreement between an employee and the first-level supervisor, required for Core telework arrangements, that outlines the terms and conditions under which the employee may perform work at an alternative worksite.

1.1.10 Telework Center: a General Services Administration or other approved facility established by state, local, or county government or private sector organization for use by teleworkers.

1.2 Introduction

1.2.1 The following telework arrangements are available at NASA Headquarters subject to supervisory approval (including approval from managers overseeing matrixed employees) and suitability of the employee and the work to be accomplished:

a. Core (Regular)

b. Episodic (Non-regular)

1.2.2 This program is intended to provide flexibility to both the supervisor and employee within the following parameters: Telework is a management option rather than an employee entitlement and does not change the terms and conditions of appointment, nor does it alter the amount of time an employee is expected to work, job responsibilities or benefits. Employee participation is voluntary and subject to supervisory approval.

1.2.3 Any occupation/job involving portable work shall be considered for inclusion in the Telework Program. Supervisors shall decide whether the employee and the position meet the criteria and consider any additional cost to Headquarters.

1.2.4 Employees who perform duties that are suitable for teleworking and meet other established eligibility requirements shall be afforded the opportunity to telework.

1.2.5 Telework shall be considered in providing reasonable accommodations for employees with disabilities or for employees with short- term medical or other personal problems provided the employee is able to safely and successfully perform tasks to be accomplished.

1.2.6 Telework shall not adversely affect the performance of the teleworker or others in the work group or place a burden on the staff remaining in the office. Further, service organizations shall be able to continue to provide excellent support to their customers, both internally and externally. Within a work unit, the supervisor shall consider rotation of teleworking periods, work requirements, and employee equity, if the work situation is impacted by too many employees requesting telework.

1.2.7 Telework is not a substitute for dependent care. Employees shall not use telework duty time for any purpose other than official duties.

1.2.8 The telework time period and the tasks and/or deliverables to be performed at the alternative worksite shall be determined in advance.

1.2.9 Employees working at an alternative worksite shall be subject to callback to their official duty station if necessary to accomplish the mission of the organization. In such cases, the supervisor will provide as much advance notice to the employee as possible.

1.3 Scheduling Telework Days and Certifying Time and Attendance

1.3.1 An employee's tour of duty shall be consistent with the requirements of the same work schedules established for NASA Headquarters (i.e., standard, compressed, or flexitour). Employees may be approved for both telework and an alternative work schedule.

1.3.2 Teleworking without specific arrangements such as days or hours to be worked, tasks and/or deliverables to be performed, identification of the alternative worksite and how to be reached, as well as prior approval of those arrangements shall not be permitted.

1.3.3 Core Telework arrangements shall be from one to three days per workweek. This ensures that the employee is available in the office during the workweek for face-to-face meetings, access to facilities, or other activities that require the employee to be present at the worksite. Exceptions may be permitted when approved by the supervisor, and concurred by the second-level supervisor. Supervisors shall document the reason(s) for any exceptions.

1.3.4 Episodic Telework is used for occasional, irregular events and normally shall not exceed a 30-day period. In unusual circumstances (such as medical reasons), when approved by the supervisor, and concurred by the second-level supervisor, extensions may be made. Supervisors shall document the reason(s) for any extensions. If an episodic arrangement becomes regular and recurring, the employee shall be placed on Core Telework and a formal agreement approved.

1.3.5 Unless an exception has been approved by the supervisor, and concurred by the second-level supervisor, participants shall report to the official duty station at least one day a week. For employees whose location varies on a daily basis, the employee shall work within the locality pay area for the regular worksite at least one day a week. Supervisors shall document the reason(s) for any exceptions.

1.3.6 The specific days and hours that the employee will telework shall be specified in the request/approval documentation and approved by the supervisor prior to teleworking.

1.3.7 Supervisors shall use WebTADS, the NASA-wide automated time and attendance system, to document the eligibility of employees for telework and whether the telework is core or episodic. The telework status of new employees shall be documented in WebTADS within two weeks after assignment to the organization.

1.3.8 All employees new to an organization shall complete an Initial Request for Telework (Appendix B) and submit it to the supervisor within two weeks.

1.3.9 Proper monitoring and certification of employee work is critical to the success of the Telework Program. Each employee working under a Telework arrangement shall indicate in their WebTADS account the number of telework hours worked and the appropriate labor code. Adjustments to the approved work schedule are permitted, with prior supervisory approval, and shall be recorded in WebTADS. Supervisors are responsible for ensuring that telework hours are properly annotated prior to approving the timesheet.

1.3.10 Teleworkers follow the same procedures as non-teleworkers for time and attendance, to include requesting leave and overtime or compensatory time.

1.3.11 Federal policies and procedures governing certification of time and attendance require agencies with employees working at remote sites to provide reasonable assurance that they are working when scheduled. Reasonable assurance includes occasional and as needed supervisory

telephone calls, visits to the worksite, and determination of work output for the time spent off-site.

1.3.12 The Telework Matrix provides the distinctions between Core and Episodic Telework. (Appendix A).

1.4 Position Descriptions and Performance Plans

1.4.1 Telework does not require a change in either the position description or the performance plan because telework does not change the employee's duties and responsibilities or performance elements. The employee is simply performing assigned duties at an alternate work site.

1.4.2 The specific tasks to be performed while teleworking must be agreed upon by the employee and supervisor in advance. The supervisor will establish any related performance expectations and feedback/review. For Core Telework, this will be documented in a telework agreement.

1.5 Excused Absences, Administrative Dismissals, Emergency Closings

1.5.1 The principles governing excused absences, administrative dismissals, and closings for employees teleworking may vary depending on the circumstances. Administrative dismissals and closings are approved by the Assistant Administrator for Infrastructure and Administration and closure of the Federal Government is approved by the Office of Personnel Management. Excused absences relating to these types of emergency closings will be announced to all Headquarters employees at the time of the emergency.

1.5.2 One of the major benefits of the Telework Program is the ability of participants to continue working at their alternative worksites during a disruption of Government operations. The ability to conduct work (and the nature of any impediments), whether at home or at the office, determines when an employee may be excused from duty. An employee working at home or alternative worksite:

- a. May not be excused from duty for an interruption in work at NASA Headquarters (e.g., closing, dismissal, etc.) unless their work cannot be completed due to that interruption.
- b. May be excused from duty during an emergency situation if the emergency adversely affects the telework site (e.g., disruption of electricity, loss of heating or cooling, natural disaster, personal hardship that prevents continuation of work or loss of contact with the regular worksite). Each situation must be reviewed to consider factors such as time and duration of interruption and the appropriateness of having the employee report to their official duty station.

Depending on the above situations, the employee may be required to report to their duty station, take approved annual leave or leave without pay, or receive an authorized excused absence.

1.6 Safeguards

1.6.1 The employee is required to comply with the same requirements for safeguarding Government records and NASA information as non teleworking employees. Off-site access to classified data (i.e., data with official classifications assigned such as "Confidential", "Secret", or "Top Secret") is not permitted. Sensitive but Unclassified (SBU) information must be properly handled and protected from unauthorized disclosure. At no time shall SBU information be stored and transmitted without an appropriate encryption method. At a minimum, all SBU is to be stored and transmitted using a FIPS-140-2 encryption algorithm even on a non-NASA computer (i.e., computers at other than NASA Headquarters such as contracting facilities or personally owned). This type of information is to be securely deleted (i.e., secure wiping program with at least seven (7) passes) within thirty (30) days of non-use. See Section 5.24 of NPR 1600.1, NASA Security Program Procedural Requirements for more information.

1.6.2 All requirements set forth in the Privacy Act of 1974, applicable to the use, storage and disposal of Privacy Act data and NPD 1382.17G, NASA Privacy Policy, and NPR 1382.1, NASA Privacy Procedural Requirements, apply to work performed at the alternative worksite.

1.6.3 Teleworkers are responsible for reasonably assuring the protection of NASA assets, including electronic data and adhering to all applicable NASA IT security requirements, including completing IT security training and using safeguards for electronic data. See NPR 2810.1A, Security of Information Technology, for applicable information. The following is the minimum list of practices that teleworking employees shall follow:

- a. Computers processing U.S. Government information must be protected by anti-virus software which is kept up-to-date.
- b. Operating system and application software on computers processing U.S. Government information must be kept up-to-date and contain current security patches.
- c. Computers processing U.S. Government information and utilizing DSL or Cable Modem connections to the Internet must be running a firewall that is kept up-to-date.
- d. All U.S. Government information must be secured from access by other users of a privately owned computer system.
- e. At all times sensitive information must be appropriately encrypted when stored on computers, all types of external storage devices, PDAs, and when transmitted electronically by any means. Un-encrypted hard copy sensitive information must also be appropriately protected and closely controlled.

1.6.4 Loss or compromise of sensitive U.S. Government information shall be reported to the NASA Headquarters IT Help Desk at (202) 358-4357 or toll free at 1-866-462-7247, immediately (i.e., when the employee realizes that such an event has transpired), but not later than:

- a. within one (1) hour when the loss or compromise is discovered during normal business hours;
or
- b. within three (3) hours when the loss or compromise is discovered during non-business hours.

1.7 Facilities and Equipment

1.7.1 Core telework will normally be performed at home. Work at a GSA telework center may be approved if the employee has an unusual need to work at a site other than their home, and if doing so is also beneficial to NASA. Telecenters shall not be a common alternative worksite. If use of a telecenter is approved, the cost shall be incurred by the employee's "home" organization.

1.7.2 Episodic telework is typically performed at home, although supervisors may approve other work sites in unusual situations. Because of its intermittent and occasional nature, episodic teleworking is not appropriate to be performed at a telework center.

1.7.3 IT equipment, software, telephones and/or extra telephone/data lines, and appropriate accommodations for persons with disabilities shall be provided to teleworkers, with supervisory approval, to the extent permitted by Federal law and regulation. See NPR 4200.1F, NASA Equipment Management Procedural Requirements, for applicable information. The equipment must be necessary for the performance of the employee's assigned tasks, reasonably available, and cost effective. The HQ Information Technology & Communications Division will provide equipment and support services according to established procedures. Teleworkers are subject to the same IT security, appropriate use, and property management requirements as non-teleworkers.

1.7.3.1 Employees teleworking from other facilities or locations are encouraged to request the issuance of NASA owned laptops. These laptops provide all appropriately installed and properly configured core load software. This core load includes appropriately configured encryption technology, antivirus protection, firewalls and provides for all IT security considerations. In addition to being fully configured and ready to protect NASA data, these systems are fully supported in the area of technical support by the NASA Help Desk. NASA does not currently provide or support encryption technology for installation on home computer systems.

1.7.4 NASA is not responsible for any operating costs associated with the use of the employee's home as an alternate work site (i.e., utilities, etc.).

1.8 Safety

1.8.1 Teleworking employees are responsible for adhering to proper safety practices at all times. This includes maintaining a safe work environment and familiarity with the NASA safety requirement. See HQPR 8715.1 Workplace Safety and Health for Supervisors and Employees, for applicable information. The Self-Certification Safety and IT Security Checklist (Appendix E) is required for core telework arrangements.

1.8.2 Employees shall have a safe and adequate alternative worksite that is free from interruptions and provides the necessary level of security and protection for Government property.

1.9 Telework Agreements/Documentation

1.9.1 Core telework arrangements shall be documented in a Telework Agreement (Appendix D) and approved prior to teleworking. The Telework Agreement shall be modified to include any additional specifications or understanding of the telework arrangement.

1.9.2 Core telework agreements shall be renewed every 52 weeks or when circumstances dictate the need for a new agreement.

1.9.3 When a new supervisor is assigned to an organizational unit, the supervisor shall review the telework agreements of assigned employees to ensure no modifications are required. When an employee is reassigned to a different organizational unit, a new telework agreement must be executed and approved by the new supervisor.

1.9.4 Episodic Telework arrangements shall be requested in advance, unless an emergency occurs, via an e-mail (Appendix C) and approved by the supervisor prior to each telework occurrence. The specific hours or days and work to be performed shall be included in the request. The Episodic Telework E-Mail Request shall be modified to include any additional specifications or understanding of the telework arrangement.

CHAPTER 2. EMPLOYEE AND POSITION CRITERIA

2.1 General

2.1.1 While teleworking can benefit both the organization and employee, it is not appropriate for all employees. To be successful, both the nature of the work as well as the characteristics of the employee shall be suitable to teleworking.

2.1.2 Some positions, e.g., clerical, supervisory, team leader, and trainee, are not typically suitable for long-term telework assignments. In addition, employees with frequent internal/external customers may find Episodic Telework participation their only viable option.

2.1.3 If an employee has a health condition which limits mobility or ability to perform at the regular workplace, an episodic telework arrangement may be appropriate. Medical documentation shall be required to support the initial telework request and updated medical documentation may be required to retain the telework status. The medical documentation shall include the expected length of the medical condition and any limitations to performing work assignments.

2.1.4 All employees shall be documented in WebTADS as eligible for telework, either on a regular and recurring basis (core) or on an occasional, non-routine basis (episodic), unless there is a business-based reason for an exception. Situations where employees would be considered ineligible for telework include:

- a. the position requires, on a regular and recurring basis, direct handling of secure materials; or
- b. an employee performs on-site activities that cannot be conducted remotely or at an alternate worksite; or
- c. the employee's last performance rating of record is below meets expectations or the employee's conduct has resulted in disciplinary action within the last year.

2.2 Job-related Factors

2.2.1 The work must be portable (i.e., able to be performed at a site other than the NASA Headquarters office).

2.2.2 Interactions required for the work must be such that they can be performed remotely.

2.2.3 The work needs to be easily quantifiable, measurable, or primarily project oriented so that progress/productivity can be measured by examining either specific products or results rather than direct observation. This can be accomplished by the teleworker producing specific documents or by performing analysis, research, or coordination of plans and activities to meet a specific project schedule or to meet key milestones in a program activity.

2.2.4 Particular positions may not appear to be compatible with a telework arrangement; however, by breaking the position down into individual assignments, specific tasks may be identifiable for accomplishment in a telework setting.

2.2.5 Examples of work that are appropriate for teleworking include: analyzing data, writing decisions or reports, and information technology tasks that are performed electronically.

2.2.6 Examples of work that are not appropriate for teleworking include: duties that require significant face-to-face communication with customers, co-workers, or the supervisor; work with classified information (see 1.6 Safeguards); work that requires equipment, facilities, systems that are only available at the regular work site, or any activities that violate NASA Headquarters Appropriate Use Policy (AUP) while connected to a NASA network through VPN, dial-up, or other connections.

2.2.7 All Personally Identifiable Information (PII) is considered as SBU. OMB Memorandum 06-16 details that all sensitive data such as PII shall be appropriately encrypted (see section 1.6 Safeguards for handling SBU information, NPD 1382.17G, NASA Privacy Policy, and NPR 1381, NASA Privacy Procedural Requirements). Contact the Headquarters IT Security Manager and Privacy Act Manager for specific instructions on handling PII data. In addition to normal reporting requirements associated with the loss or compromise of SBU, when data is considered to be PII, loss or compromise is to be reported through the NASA Help Desk within one (1) hour of loss or compromise. All NASA employees and contractors are responsible for understanding their responsibilities and rights within respect to Information in Identifiable Form (IFF) and PII.

2.3 Personal Factors

2.3.1 The employee is fully trained in the requirements of the job.

2.3.2 The employee is well-organized and able to work independently.

2.3.3 The employee's performance and conduct meet expectations and does not require close supervision.

2.3.4 Examples of employees who are not appropriate candidates for telework include: those who are in trainee status (particularly those who are receiving on-the-job training requiring immediate, personal feedback); those whose performance or conduct does not meet expectations.

CHAPTER 3. OTHER ISSUES

3.1 Official Duty Station

3.1.1 The official duty station of an employee is the location of the regular worksite for the employee's position of record.

3.1.2 Telework arrangements typically will not change the official duty station of an employee, unless an exception is approved where:

- a. an employee is not required to report to the regular worksite at least once a week on a regular and recurring basis; or
- b. an employee's location varies on a daily basis and does not perform work within the locality pay area for the regular worksite at least one day a week on a regular and recurring basis.

3.1.3 Exceptions to the requirements in 3.1.2 above shall be documented in the telework agreement with a personnel action initiated to change the employee's official duty station. In these cases, the telework arrangement shall not commence until the effective date of the personnel action.

3.1.4 Temporary telework arrangements may be approved when an employee is unable to report to the regular worksite, or locality pay area for the regular worksite for reasons beyond the employee's control, at least once a week on a regular and recurring basis in cases such as:

- a. recovery from an injury or medical condition;
- b. assisting a family member's recovery from an injury or medical condition; or
- c. situations preventing an employee from regularly commuting to the normal worksite (i.e., aftermath of a hurricane or flood).

In these types of situations, the duty station would not change since the arrangement is temporary.

3.2 Workers Compensation

Teleworkers are covered by provisions of the Federal Employees Compensation Act (FECA). On-the-job injuries or accidents shall be brought to the immediate attention of the supervisor and be subject to investigation.

3.3 Liability

3.3.1 NASA shall not be liable for damages to the employee's real and personal property while the employee is working at the alternate site, except to the extent that NASA is held liable under the Federal Tort Claims Act or the Military and Civilian Tort Claims Act. Advice and

assistance regarding legal claims or other liabilities shall be referred to the Office of the General Counsel.

3.3.2 NASA Headquarters safety or management personnel shall have the option of performing home inspections of teleworkers during normal working hours to ensure proper maintenance of government-owned property and worksite conformance with safety standards and other specifications in this document. The employee shall be given at least 24 hours advance notice of the inspection. The notice shall be given by telephone call, phone mail, e- mail, or U.S. mail.

3.4 Denial, Cancellation, Termination, or Modification of Agreements

3.4.1 Both the supervisor and the employee may initiate the cancellation of a telework agreement by providing advance notice (normally one week) in writing to ensure adequate time to plan for return to a regular work environment and schedule. Supervisors shall terminate the telework agreement should the employee's performance not meet the prescribed standard, or the teleworking arrangement fails to meet organizational needs.

3.4.2 Supervisors shall modify the employee's work schedule or location to accommodate workload demands or for other official purposes by providing the employee advance notice (normally one week) in writing. An employee may request in writing to change his or her scheduled telework day in a particular week or biweekly pay period. Supervisors should accommodate these requests, wherever practicable, consistent with mission requirements.

3.4.3 Reasons for withdrawing/termination of an agreement may include: no longer able to fulfill the agreement, no longer benefits the organization or employee, staffing issues within the organization, transfers to a different position, or loss of interest in the program.

3.4.4 Decisions to deny a telework arrangement or to terminate an agreement shall be in writing and include information about the position, business or performance reasons and when an employee might reapply or what actions the employee must take to improve their chance of approval, if applicable.

3.5 Employee Grievances

Bargaining unit employees may raise any matter of concern or dissatisfaction (including denial of a request to telework or termination of a teleworking agreement) under the Negotiated Grievance Procedures. Other employees may use the Administrative Grievance Procedures.

3.6 Reporting Requirements

3.6.1 Approving officials must submit copies of core telework agreements and signed written denials of telework arrangements and termination of agreements to the Headquarters Human Resources Management Division (HRMD).

3.6.2 The Headquarters HRMD shall prepare reports on telework activity as required by the Office of Human Capital Management, Office of Personnel Management, Congress, and other external authorities. Headquarters HRMD shall generate reports through WebTADS to collect data regarding episodic teleworkers.

3.6.3 The Headquarters HRMD may ask for additional information in order to respond to specific or ad hoc requests for Assistant Administrator for Infrastructure and Administration.

CHAPTER 4. RESPONSIBILITIES

4.1 The Director, Headquarters Human Resources Management Division (HRMD) is responsible for:

- a. Administering, monitoring and making necessary modifications to the Telework Program at NASA Headquarters.
- b. Providing advice and guidance to managers and employees on the appropriate use of telework.
- c. Maintaining original copies of Telework Agreements and preparing program status reports.

4.2 The Director, Headquarters Information Technology and Communications Division (HITCD) is responsible for:

- a. Providing employees with necessary IT and telecommunications resources that have been approved by HITCD for telework.
- b. Providing guidance and over the telephone problem resolution for use of IT and telecommunications resources provided by NASA Headquarters for telework.

4.3 Officials in Charge (OIC) are responsible for:

- a. Complying with the procedures as outlined in this HPR.
- b. Ensuring coordination of telework arrangements within their organization to avoid any hindrance to operations or overall mission of the organization. Offices may establish internal controls, standards or coordination procedures, within the guidelines of this HPR, for their organization to ensure timely responsiveness to customers, ensure effective office operations, and ensure effective office coverage.

4.4 Supervisors are responsible for:

- a. Considering each assigned position and determining whether there is any potential to create a telework opportunity.
- b. Ensuring that the telework agreement is documented appropriately, outlining the terms and conditions of the telework arrangement, prior to the commencement of any type of telework arrangement. In addition, supervisors shall:
 - (1) Coordinate telework arrangements with the second-level supervisor and other appropriate organizational entities within the office to ensure avoidance of any hindrance to operations or overall mission of the organization;
 - (2) Evaluate employee requests for telework participation in a fair and equitable manner, ensuring that restrictions or denials are based on sound business or mission-related criteria;

- (3) Ensure that an eligible employee, prior to teleworking, understands and agrees with the terms and conditions of the telework agreement, as well as the work tasks which are expected to be performed while in a telework status;
- (4) Approve/disapprove employee requests to participate in telework, including approval on a trial or pilot basis when concerns remain about the appropriateness of the proposed telework;
- (5) Establish communication requirements and methods to ensure the employee is kept informed of relevant information, performance expectations and progress and is made aware of such requirements as availability for contact by the supervisor, co-workers, and customers; and schedule staff or all-hands meetings on days and at times when the majority of employees are present at the official duty station and/or making arrangements for conference call connections for employees at alternative worksites;
- (6) When there are emergencies, communicate with the employee working at an alternative worksite to ensure that the employee is informed of the dismissal or closure procedures;
- (7) Confirm the need for accessibility of records/reference materials; (8) Ensure that procedures are established for safeguarding records and maintaining their integrity according to the requirements of applicable records schedules and the Privacy Act, and ensure return of materials used or created at the alternative worksite; (9) Monitor and evaluate the employee's performance based on the employee's performance appraisal plan and the telework agreement; and work with the Headquarters HRMD to develop any requirements for the employee to provide progress reports on work performed at an alternative worksite;
- (10) Terminate, modify or temporarily suspend telework agreements for mission-related reasons, such as decline in employee's overall performance; failure to adhere to the terms and conditions of the agreement; changes in office priorities, vacancies or long-term leave of other employees in the office that cause office coverage issues, etc.; and
- (11) Make arrangements for the employee to begin working at the employee's official duty station as quickly as possible following an employee's request to terminate a telework agreement, or when the supervisor determines that the telework agreement must be temporarily suspended or terminated.

4.5 Employees are responsible for:

- a. Completing a telework agreement (if core) or e-mail request (if episodic) and submitting it to their supervisor for approval prior to commencing telework.
- b. Performing an assessment of the alternate worksite and answer the required questions on the self-certification safety checklist, if requesting core telework.
- d. Adhering to the telework policy and procedures and the terms and conditions of the approved telework agreement.
- e. Working with the supervisor to overcome problems or obstacles to work situations as they occur in order that the work of the organization is accomplished timely and effectively.

- f. Complying with NASA Headquarters policies for information technology security, use of government equipment, and use of telephones.
- g. Ensuring personal disruptions such as non-business telephone calls and visitors are kept to a minimum.
- h. Suggesting to their first-level supervisor if modifications are necessary to the agreement.

CHAPTER 5 Procedures

5.1 Initial Requests

5.1.1 Before submitting a request to telework, the employee should approach the supervisor informally to initiate a discussion of telework options.

5.1.2 The employee and supervisor shall consider and discuss as necessary such issues as the criteria in Chapter 2, the work assignments that could be performed at an alternate worksite, how communication will be maintained on telework days, and how the supervisor will review and evaluate work products.

5.1.3 The employee shall then submit an Initial Telework Request to their immediate supervisor via email (Appendix B).

5.2 Core Telework

5.2.1 Employees requesting Core Telework shall complete the following:

- a. Initial Request for Telework (Appendix B), unless previously submitted.
- b. Telework Agreement (Appendix D).
- c. Self Certification Safety and IT Security Checklist (Appendix E).

5.2.2 Supervisors shall ensure coordination with appropriate internal organizations and approve/disapprove the agreement.

5.2.3 A signed version of the telework agreement, including any modifications, shall be forwarded to the Headquarters HRMD and a copy maintained within the employee's organization.

5.3 Episodic Telework

5.3.1 Employees requesting Episodic Telework shall have the capability of performing work at home through computer and telephone connectivity and shall complete the following:

- a. Initial Request for Telework (Appendix B), unless previously submitted.
- b. Episodic Telework E-Mail Request (Appendix C) at least one day in advance, unless an emergency arises. The hours or days and tasks to be performed shall be included in the request. If the request is due to medical reasons, appropriate medical documentation shall be provided to the supervisor.
- e. Provide a summary of work accomplished during the telework time period approved to the supervisor.

5.3.2 Supervisors shall ensure coordination with appropriate internal organizations and approve/disapprove the request.

5.3.3 A copy of the documentation shall be maintained within the employee's organization.

APPENDIX A. Telework Matrix

	Scheduled Telework Days per Week	Approval	Approval Criteria Apply	Telework Agreement	Safety Self-Certification
Core Telework	At least 1	Supervisor in coordination w/second-level supervisor and appropriate internal organizations	Yes	Required (Appendix D)	Required (Appendix E)
Episodic Telework	None regularly scheduled	Supervisor	Yes	Email documentation required (Appendix C)	No

APPENDIX B. INITIAL TELEWORK REQUEST

I, _____, request approval to telework using the following option: (choose one)

_____ Core telework

_____ Episodic telework

1. I would like to start teleworking on (for core teleworking only) _____.
2. The address of my alternative worksite will be:
3. (For core teleworking only) My core telework days will be:
4. While I am teleworking, I will be available on: (phone number and/ or email address)
5. I have read the Headquarters Procedural Requirements for the Telework Program and agree to comply with all of its provisions.

APPENDIX C: EPISODIC TELEWORK E-MAIL REQUEST

1. I am requesting approval for episodic telework on _ (day) _____ for _____ hours to accomplish the following tasks:
2. While I am teleworking, I will be available on: (phone number and/or email address)
3. The address of my alternative worksite will be:
4. I will provide a summary of the tasks accomplished during the telework time period approved.
5. I have read the Headquarters Procedural Requirements for the Telework Program and agree to comply with all of its provisions.

APPENDIX D. TELEWORK AGREEMENT

This Agreement documents the employee's participation in a Core Telework arrangement with NASA Headquarters.

1. Employee Name: _____

2. The employee will begin teleworking on:

3. The employee's telework site / address is:

4. The employee's telework schedule is: _____ (list hours and days the employee will telework)

5. The employee is covered by the same time and attendance, leave, and overtime requirements and procedures as non-teleworking employees.

6. The employee is covered by the same property management, IT security, and appropriate use requirements and procedures as non- teleworking employees.

7. The employee is covered by the same requirements for proper use and safeguarding government records as non-teleworking employees. The employee shall not remove classified (i.e., data with official classifications assigned such as "Confidential", "Secret", or "Tp Secret") material from the premises of NASA Headquarters. An employee may take Privacy Act protected documents to the alternative worksite on a temporary basis, but will not permanently store those documents at the alternative worksite. Before an employee may remove Privacy Act protected documents and other sensitive documents from NASA Headquarters, the employee must receive permission from his/her immediate supervisor and undergo counseling on the proper use and safeguarding of these documents.

8. The employee is covered by the provisions of the Federal Employees Compensation Act (FECA) while working at the alternate worksite. The employee shall inform the supervisor immediately of any accident or injury at the alternate worksite.

9. The employee is responsible for adhering to proper safety practices at all times. This includes maintaining a safe work environment and familiarity with NASA safety requirements. The employee has been given a copy of the Self-Certification Safety and IT Security Checklist.

10. NASA is not responsible for any operating costs that are associated with the employee using his/her home as an alternative worksite, e.g., home maintenance, insurance, or utilities. The employee does not relinquish any entitlement to reimbursement for authorized expenses while conducting government business, as provided for by statute and regulation.

11. NASA shall not be liable for damages to the employee's real and personal property while the employee is working at the alternative worksite except to the extent that the agency is held liable under the Federal Tort Claims Act or the Military and Civilian Employee Claims Act.

12. The employee may discontinue participation in the Telework Program at any time by providing advance notice (normally one week) to the supervisor in writing to ensure adequate time to plan for return to a regular work environment and schedule.

13. The supervisor may remove the employee from the Telework Program if the employee's participation is not of benefit to NASA, e.g., if the objectives or priorities of the organization no longer support the employee's teleworking, or if the employee's performance or conduct fails to meet expectations. The supervisor shall provide advance notice (normally one week) of the termination of the telework agreement in writing to ensure adequate time to plan for return to a regular work environment and schedule.

14. The employee has been provided a copy of the Headquarters Procedural Requirements for the Telework Program and agrees to comply with all of its provisions regardless of whether they are expressly stated in this Agreement.

I have read the foregoing agreement and agree to comply with its provisions.

Employee

Date

Supervisor

Date

APPENDIX E. SELF CERTIFICATION SAFETY AND IT SECURITY CHECKLIST

EMPLOYEE NAME _____

ORGANIZATION _____

The following checklist is designed to assess the overall safety and IT Security of the alternate worksite. The worksite is limited to the workspace and equipment necessary to accomplish duties at home (e.g., the area within a room designated as office space) and is limited to the area occupied by the desk, chair, and items on the desk to include computer, printer, and fax machine as applicable.

The alternative worksite is located at: _____

Describe the designated work area (e.g., specific room or area in room where work will be performed):

A. Workstation Checklist

1. Is there adequate ventilation behind and around the computer equipment? Yes No N/A
2. Are the lighting levels comfortable? Yes No N/ A
3. Is the top of the monitor screen located at eye level? Yes No N/A
4. Is the monitor screen located 18-24 inches away from eyes? Yes No N/A
5. Is the monitor screen placed in such a way that light from windows and overhead lighting does not cause glare? Yes No N/A

6. Is the seat height of the chair adjusted so the entire sole of your foot rests on the floor or footrest, and the back of the knee is slightly higher than the seat of the chair? Yes No N/A
7. Does the chair have any loose casters (wheels)? Yes No N/A
8. Are the casters suited to the type of flooring? Yes No N/A
9. Are the rungs and legs of the chair sturdy? Yes No N/A
10. Does the chair's back rest provide lumbar support? Yes No N/A
11. Is the keyboard adjusted so the wrist is in a neutral position so that the wrist is not bent up or down? Yes No N/A
12. Is the pointing device (mouse) at keyboard height? Yes No N/A
13. Is the pointing device (mouse) in a comfortable position and operable without extended or repetitive operation? Yes No N/A
14. If documents are referred to, is there an adequate document holder? Yes No N/A
15. Are most frequently used items within easy reach? Yes No N/A
16. Is work area kept neat and free of clutter? Yes No N/A
17. Are file and storage cabinets arranged so that drawers and doors do not open into walking areas? Yes No N/A
18. Are heavier files/items stored in bottom drawers of filing cabinets to prevent cabinets from tipping over? Yes No N/A
19. Are floor surfaces free of recognized hazards (e.g., no frayed or worn seams that could create trip hazards)? Yes No N/A
20. Are combustible items (e.g., paper) located away from heat sources? Yes No N/A
21. Is a surge protector used on the computer equipment? Yes No N/A

B. Information Technology Security

22. If using your home computer for telework:
 - a. Are all computer accounts protected with a strong password consisting of at least 8 characters and contain at least 3 of the following 4 character types: upper case character, lower case character, number, and special character? Yes No
 - b. Are Administrative Rights limited to 2 accounts and only used for software updates? * The use of Administrative accounts for normal day-to-day work is not recommended. Yes No N/A

c. Is simple file sharing turned off? Yes No N/A

d. Is the home computer's operating system at least Macintosh Tiger or Microsoft XP Professional, with SP2 and up-to-date with automatic updates in place? Yes No

e. Is a software firewall active and up-to-date with automatic updates in place? Yes No

f. If the firewall is on, make a list of any firewall exceptions that your system maintains:

g. Is anti-virus software active and up-to-date with automatic updates in place? Yes No

h. Please list the anti-virus last update for the system:

i. For home computers that are PCs, has the "Microsoft Security Baseline Software" at URL: <http://www.microsoft.com/technet/security/tools/mbsahome.mspx> been run and all issues mitigated? Yes No N/A

j. Describe any problems or conditions of the work area that require attention or investigation:

C. Equipment Identification (check applicable items).

☐ Computer ☐ Scanner ☐ Copier ☐ Printer ☐ Fax Machine ☐ Multifunction Machine

☐ Other (list)

Employee Signature and Date_____